

Light reading

Seattle City Light: The first carbon-neutral utility in the nation.

July/August 2011

From the superintendent



In our last issue, we let you know that we wanted to hear from you. We still do, especially on our strategic planning that will guide the future of City Light. Public forums were held in May and June, with more coming in the fall. Your Seattle City Light is a billion-dollar enterprise that you, our customers, own. We want to hear from you about programs and services you feel are important, such as energy conservation incentives, new technologies, infrastructure investments, and how all of this may affect rates.

Follow our progress with the strategic plan online (www.seattle.gov/light/strategic-plan). Get details on upcoming meetings, see what's been said so far, and most important, take the online survey. This survey remains live until July 31. After we analyze the data received in the first phase of the process, we'll post a new survey that gets specific about proposed programs and potential trade-offs. Information from these two phases will be used to draft a final plan by the end of the year to submit to the City Council.

Seattle City Councilmember Bruce Harrell and I hope you'll get involved. Your local elected leaders need your participation as they make critical decisions on infrastructure investments. We look forward to hearing from you.



**Superintendent
Jorge Carrasco**



Conservation news

Save money, save energy

Get City Light rebates for energy-efficient, qualifying appliances: refrigerators (\$50); clothes washers (\$50 and \$100); and heat pump water heaters (\$250). If you heat your home with electric resistance baseboards or wall heaters, upgrade to a ductless heating and cooling system with a \$1,200 rebate from City Light. These systems heat homes at a fraction of the cost, and have built-in air conditioning. They're safer, quiet, and heat rooms evenly. Appliance rebate info at www.seattle.gov/appliances or call an Energy Advisor at **206.684.3800**.



Great offer for renters

Do you live in an apartment building with five or more units? City Light provides free resource-efficient showerheads, faucet aerators, and compact fluorescent lights to your landlord. Ask your landlord to call a City Light Energy Advisor at **206.684.3800**.



Energy-wise tip

How much electricity does a specific home appliance use per day? Find out by checking out one of City Light's Kill-a-Watt power meters from the Seattle Public Library. Plug it into any small or medium appliance and it shows electrical consumption in real-time.



Run a smart business

City Light provides energy-saving rebates to qualifying business customers. Sandbox Sports, an indoor volleyball center in Georgetown, cut lighting costs in half by upgrading old metal halide fixtures to energy-saving fluorescent lamps. And Sandbox Sports received a City Light rebate for more than half the cost of the upgrade. See how much your business can save by calling an Energy Advisor at **206.684.3800** to schedule a free energy assessment.

Fridge recycling is back

Your second fridge or freezer can use up to four times more energy than a new one. Take it off the grid. We'll pick it up for free and give you \$30. Call **206.233.COLD** or visit www.seattle.gov/refrigerator.



New green e-newsletter

Renewable energy news from City Light can be delivered carbon-free to your inbox. Sign up at www.seattle.gov/light/green.

Info and events

Read the latest Light Reading online: www.seattle.gov/light/publications/lightreading



Talk to us

City Light offers a new service that gives customers better access to the utility. Called "Tell Seattle City Light," it allows customers to contact a Customer Care representative by email or phone with comments, questions or concerns. Look for it on our website: www.seattle.gov/light.

Metal streetlights

In late summer, City Light will re-test all metal streetlight poles that were checked last December and early January. The utility plans to repeat this process every year before storm season. If you suspect voltage at a metal streetlight pole or associated metal fixture, report it to the Streetlight Hotline: **206.684.7056**.

From the field

"Electricians use practices that protect us from electrical hazards. We stay safe at home the same way. Household electrical products can cause injury, death and fire so learn how to stay safe with a room-by-room home electrical safety checklist." Visit www.cpsc.gov/cpscpub/pubs/513.pdf

- Joan Woods, City Light protection and control electrician



Taking care of poles

City Light is replacing more than 2,000 deteriorating wood utility poles found during inspections. We expect to find more poles that need replacing as checks continue. Later this year, we'll also begin wood-pole treatments to extend the poles' lives.



24/7 bill payments

Pay your electric bill anytime by phone: **1.866.350.7637**. Please have your utility account number, mailing address zip code, and credit card ready.

Walk Bike Ride Challenge

This summer, switch to walking, biking and riding transit and win great prizes like an e-Moto electric bike, hotel stay at Pan Pacific, REI \$100 gift certificate, or Zipcar gift certificate. Details at www.seattle.gov/waytogo.

Skagit Tours return

This summer, visit our Skagit Hydroelectric Project in the North Cascades. Info at www.seattle.gov/light/tours/skagit.



In your neighborhood: City Light @ work

Crews are working in these neighborhoods to deliver reliable power to you:

- Pioneer Square: Preparing to move power lines off the Alaskan Way Viaduct by building ducts and vaults in southbound lane of First Ave. S.;
- Mount Baker: Replacing old underground cable along Lake Washington Blvd. between Shoreland Dr. S. (on the north), and S. Andover St. (on the south);
- Fremont, Queen Anne: Installing new, higher capacity power lines across the Lake Washington Ship Canal between towers.
- More at www.seattle.gov/light/construction.



Monster in the basement?

Do you have an older working, second refrigerator or freezer that's draining dollars? Make a creative video showing us how you're corralling that energy monster — maybe by recycling it? — for your chance to win \$500 or other prizes. Details soon online at www.seattle.gov/light and in the autumn Light Reading newsletter.

Seattle City Light

City Light offers some of the lowest rates in the nation and the Northwest.

700 Fifth Avenue, Suite 3200
PO Box 34023

Seattle, WA 98124-4023

www.seattle.gov/light

[www.twitter.com/SeaCityLight](https://twitter.com/SeaCityLight)



Questions, comments or suggestions?
206.684.3000 or email *Tell Seattle*
City Light: www.seattle.gov/light.

Editor: Connie McDougall
connie.mcdougall@seattle.gov

Newsletter available in Spanish, Vietnamese, Chinese, Somali, Tagalog and Korean online or call **206.684.3000**.



Printed on recycled paper.

You may be eligible for help with utility bills

Find out if you qualify for low income and elderly rate assistance. If your household income does not exceed 70 percent of the state median income, you can receive a rate reduction from Seattle City Light — a 60 percent reduction on your energy bill. Here are the income guidelines listed in the right-hand column.

Number in household	Total monthly income*
1	\$2,503
2	\$3,273
3	\$4,043
4	\$4,813
5	\$5,583
6	\$6,353
7	\$6,559
8	\$6,765

**Income guidelines change on January 1 of each year. Your eligibility must be renewed every 18 months. Currently, residents in federally subsidized housing are not eligible to receive rate assistance.*

For more information, please go to www.seattle.gov/UDP or call **206.684.0268**.

More assistance available

The City of Seattle's Human Services Department helps customers who need emergency assistance with electricity, heat and water bills. For details visit www.seattle.gov/UDP, call **206.684.0268**, or email UDP@seattle.gov. City Light's program, Project Share, offers one-time emergency assistance with electric bills. Call **206.684.3000** or visit www.seattle.gov/light/help/share.

If you would like to donate to Project Share, you can contribute one-time only or add an amount to your regular power bill that will go directly to the program. Get the details by calling **206.684.3000** or visiting this website: www.seattle.gov/light/help/share.



Time to clean up your account

When was the last time you updated your Seattle City Light account? Do we have:

- your most current telephone number?
- your cell phone number?
- your email address?

Why do we want this information?

During the catastrophic 2006 windstorm, we learned that we needed a better way to get in touch with customers to update them on their power outage. That's why we recently started using a new outage management system. It allows us to contact customers about the status of a power outage. If we don't have the right contact information, or it's obsolete, we won't be able to reach you. Many of you have told us that you'd like to receive information from us either by text message or email. So please help us get important information to you. (All new customers are required to provide this information.) Of course, we never share or release this information to any other users.

Please update your account today at www.seattle.gov/light/Accounts/cust_info.asp or call **206.684.3000**.

Sign up for eBilling



Pay your utility bill when it's convenient for you with easy-to-use eBilling. You'll save stamps, and reduce the amount of paper, printing, mailing and handling that's used for your utility payments. It's fast, easy, and convenient. Sign up today: <https://secure4.billerweb.com/csg/inetSrv>